

Comprehensive Services Act Newsletter

*Info for accessing resources across the public child serving agencies for at-risk youth and families
A Partnership of CSA, DFS, CSB, JDRDC, FCPS, Families and the Private Provider Community*



September 19, 2014

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Copayment Conversations

Beginning Oct. 1, 2014, the CSA Office will accept copayment forms and documents prior to submission of the FAPT packet. Prior to submitting FAPT paperwork, CSA case managers should broach the delicate conversation about the assessment of a monthly copayment and cost of services with families. With the exception of youth in foster care or served through the IEP, a completed copayment assessment with income documentation is required prior to FAPT review. For some families, the process of gathering the required paystubs or income verification, and documentation of out of pocket expenses for waiver and reduction requests takes days or weeks. Starting the copayment conversation and process sooner will prevent potential delays in scheduling FAPT review and provide parents with much needed information about their financial portion of the cost of service should they decide to accept CSA funded services. Contact Janelle Wilson, FRU/CSA Analyst with any copayment assessment questions at 703-324-7204.

Pardon me, do you know the time?!

When trying to get services to youth and families, time is of the essence. In CSA, just about everything we do is dictated by timeframes. When a case manager submits a request for FAPT funding to our office, that request will be reviewed and the case manager will receive a memo regarding its status within **2 business days**. Once a complete and correct packet of information is received for a request for a **new service**, that request will be heard at a FAPT within **10 business days**, and if it is a request to **extend a current service**, it will be heard within **15 business days**. For any service being request on an IFSP-EZ, the correct information must be submitted to the CSA office within **2 business days** after the service has commenced, and it will be heard at a FAPT within **14 calendar days**.

FAPT Coordinator Corner

New Receipt Memo

Some of you may have noticed something a little unusual beginning this month—a “good news” memo from CSA! Starting September 1st we’ve begun sending out memos on every FAPT request we receive. The memo will either tell you that all of the required paperwork was received and the request is ready to be scheduled for FAPT review, or there are missing elements that need to be corrected prior to it being scheduled for FAPT review. We’ve heard that case managers would like confirmation when everything is received and “good to go,” and not just when there is a problem and this is our way of being responsive to that request. Also, please note that we have an email address that is dedicated to FAPT paperwork: DFSCSA@fairfaxcounty.gov. All correspondence sent to this address will be received by both the FAPT coordinator as well as the CSA administrative assistant, and can be accessed by other CSA staff as well. You may also continue to fax things to us at 703-653-1369.

Instructions for CSA Case Managers

How to Review and Complete Service Summaries

County policy requires that purchases are reviewed to verify that the services were delivered in the agreed upon amount at the appropriate rate. In order to meet this requirement, summaries of CSA payments will be provided to each case manager for each youth served. Six times per year, you will receive Service Summaries for all CSA-funded youth where you are listed as the current case manager in Harmony, the CSA information system.

You will have 14 days weeks to review, sign and return all the summaries you received. It is important to review and return the summaries within that time frame, typically the 15th of the month. Your task is to check that the summaries (CSA payments) match with your understanding of what the youth and family are receiving. If you notice a possible error or concern, use the Service Summary itself to briefly tell finance and contracts/UR staff the issue, so that they can follow up.

Step 1: Review each summary for accuracy. Regular case management activities that you are already doing should be enough to verify if the services and payments are correct. Reports may be used to check dates of service and # of units against the payments on the summary. Use your knowledge from talking with the youth/family and other sources as needed to check accuracy. Do not delay finishing the review to check on possible payment problems yourself.

Step 2: If you have questions, please **contact your supervisor** first. They have been trained to help you diagnosis problems. After you have worked with your supervisor please contact Chris Metzbower (703)-324-7890 or Cmetzb@fairfaxcounty.gov for more help.

Step 3: Mark the appropriate box on the bottom of each summary indicating if the summary is accurate to the best of your knowledge or whether you have a question or concern. Circle or mark the service(s) that is questionable.

Step 4: Sign the form and send it back to the CSA program via interoffice mail, fax (703-653-1369) or scanned copy via secure email to DFSCSA@fairfaxcounty.gov.

After two weeks (30th day of the month), any remaining overdue summaries will result in a “stop payment” notice placed in the financial system. No additional CSA payments will be made until the summary is received. Supervisors and Managers will be notified of “stop payment” status. CSA funding can resume when overdue summaries are submitted where permissible.

Depending on the type of issue, CSA UR staff or DAHS Contracts staff will investigate unresolved items reported on the Service Summaries. When these items are resolved, CSA Program staff will remove the “stop payment ” status from the Harmony record and append the note, allowing payments to resume.

CSB Resource Team Participation in Family Resource and Family Partnership Meetings

Providing historical and current information about a youth and family prior to the Family Resource or Family Partnership meeting ensures the participants come prepared to with resources and information relevant to meet the needs and strengths of the youth and family. Jean Bartley, LCSW and Director, CSB Youth Resource Program shares the following: “Imagine this: **you** arrive for a meeting about a family where most all the participants know each other, and know a lot about the family’s history and situation. They may have been in meetings with the family on several occasions in the past. You, however, know only that the family has been involved with DFS, and that some planning to address a situation involving a behavioral health concern will be the topic of the meeting. This is the situation that frequently faces the CSB Resource Team arriving at an FPME meeting. We would like to be useful, but without some kind of historical context, it is difficult to make sense of the meeting. If your CANS indicates that a CSB person is needed “at the table”, to help get us up to speed in advance of your meetings, so our presence can be of some value, it would be beneficial please provide historical or current treatment reports to the CSB representative assigned to your team via the Family Partnership Program referral or thru the Team-Based Planning Coordinator in the CSA Office. If you have any questions about the type of information to send, please don’t hesitate to contact the CSB Representative assigned to your team.

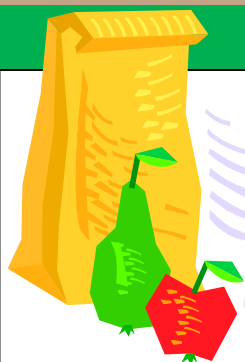
New Resource for Children and Families Served by our System of Care

The Children's Regional Crisis Response (CR 2) program has recently been implemented in the Northern Virginia area. The National Counseling Group has been contracted by the CSBs in the Northern Virginia Health Planning Region 2 (HPR II) to provide mobile crisis response to children in an effort to reduce hospitalization and residential treatment by offering 24- intervention for 15 days, up to 8 hours per day including screening and triage, case management, psychiatric assessment and coordination with community resources. Children, aged 17 and younger, experiencing a psychiatric crisis due to a mental health issue or substance abuse are eligible for the service regardless of insurance or legal status. The service is provided at no cost to families. For additional information, contact Marie Thomas, LCSW, Program Manager at 703-257-5997. The 24-hour Emergency Response number is 844-672-4747 (844-N-Crisis).

Please welcome aboard Penny Rood, the FPM Scheduler!

Penny brings enormous skill and experience to this position. She has extensive knowledge of our Systems of Care agencies including the Department of Family Services. Penny has served as a City of Fairfax appointee to the CSB, as gubernatorial appointments to both the JDR Delinquency Prevention Advisory Board and to the State Board of Youth and Family Services which is now known as the Board of Juvenile Justice. Penny was also elected to the Fairfax City Board as both a member and chairperson. Penny will be working 30 hours a week and may be reached on 703-324-7715 or via email at Penelope.Rood@fairfaxcounty.gov. Cathy Cooper will be available to staff referrals when Penny's not available.

CANS Brown Bag Refresher Training



If you have questions about the CANS assessment, you are not alone. Come to one of the regional brown bag refresher trainings to have your questions answered, concepts clarified, and memory refreshed on how and when to use the CANS.

You will learn about the following: CANS Ratings 6 Key Principles, Most Misunderstood Items, Online Training, Test Taking Tips, Schedule of CANS Administration, and Type of CANS (Comprehensive vs. Re-assessment).

Thursday, October 9

11:30am to 1:00pm
South County Center, Rm 220
8350 Richmond Highway
Alexandria, VA 22309

Thursday, October 16

11:30am to 1:00pm
Pennino Building, Rm, 206 A
12011 Government Center Parkway
Fairfax, VA 22035

Registration is not required!

If you have questions or concerns, please contact your agency CANS Super User or Tanisha.Capers@FairfaxCounty.Gov

Choosing the Right Tool

Evaluations and Assessments for Youth and Families

In the course of your work with youth and their families, an evaluation can be a valuable diagnostic tool used in case management and treatment planning. However, selecting the right type of evaluation can be challenging. Do you struggle with whether or not to make a referral for a neuropsychological, psychological, psychological assessment or mental health assessment? Do you know the differences between them? Each evaluation uses different methods, examines different areas, and can vary greatly in costs. No one wants to purchase services that are not needed or to use an evaluation when it is not needed. The CSA Management team recommended developing this training to address the aforementioned questions and provide clarification on choosing the right evaluation.

Psychologist, Janet Bessmer, PhD, Utilization Review Manager and CSA staff will provide an overview of the types of evaluation services funded through CSA. Each year case managers request FAPT funding for psychological, neurological, parent child, and psychiatric assessments for children and families. This training will define the types of evaluations commonly used and the specific use for each.

Learning Objectives:

This training will provide clarification on the following:

- ◆ What is an appropriate referral?
- ◆ When is an evaluation/testing needed?
- ◆ What do you do with the results when you get them?
- ◆ How do the test results inform service planning?
- ◆ Are we buying more than we need?
- ◆ What are the practice guidelines for using evaluations?

Audience:

CSA Case managers and supervisors from Fairfax County Public Schools (FCPS), Juvenile and Domestic Relations District Courts (JDRDC), Children Youth and Family Services (CYF), and Community Services Board (CSB) who work with at-risk youth and their families. FAPT members, parent representatives, and providers are welcome to attend this free training.

Registration:

RSVP by Friday Oct. 24th to Tanisha.Capers@Fairfaxcounty.gov. Please contact Tanisha Capers at 703-324-5634. if you questions or need special accommodations.

Date/Location/Time:

Wednesday, October 29, 2014

9:00 am to 11:00 am

2nd Floor, Training Rooms A/B

Pennino Building

12011 Government Center Parkway

Fairfax, VA 22035



Fairfax County is committed to nondiscrimination on the basis of disability in all county programs, services and activities. Reasonable accommodations will be provided on request. For information, call 703-324-8241, TTY 703-222-9452. Please allow seven working days in advance of the training date to make the necessary arrangements.

FOR CYF STAFF ONLY**Family Partnership Meetings for Children, Youth and Families**

Did you know that a referral must be generated for each Family Partnership Meeting to be held. If a follow-up meeting is scheduled at an FPM, the Facilitator will submit the referral for the next meeting. However, if a subsequent meeting wasn't scheduled at an FPM and a meeting is needed, the social services specialist will submit the new referral.

To expedite the completion of a new referral, a linking feature is available. This "linking" id number is located in the upper right hand corner of the meeting action plan that the facilitator completes at the FPM. When the "linking id number" is entered and the link referral button is pushed, the previous information is retrieved and populates the referral form. Please don't forget to update information such as a worker's name, the OASIS number, the purpose, etc. If you don't have an action plan, but suspect that the family has had an FPM, please contact Penny Rood or Cathy Cooper and they can provide the referral id number.

A recent (within 30 days) CANS will determine if a CSB professional needs to participate. If there is a 2 or a 3 in the Child Behavioral/Emotional Needs AND the Child Risk Behaviors categories, a CSB professional needs to be involved. Just sent the FPP scheduler a copy of the CANS, and she'll invite a CSB representative to your FPM.

Meeting times are set to maximize the number of meetings held in a day, and also so that you can provide your clients with more definitive information when discussing scheduling FPMs. The meeting start times are 9:30 a.m. and 2:00 p.m. and on the hour afterwards with the last meeting beginning no later than 6 p.m. The only exception is that the latest meeting on Friday begins at 3 p.m.

For Schools, CSB and JDRDC**Referrals for Family Resource and Family Partnership Meetings****1. Determine whether to initiate a Team-based Planning Meeting.**

- ASSESS the needs of the youth and family. Are the parents/guardians interested in participating with the process and what needs do they identify?
- ORIENT the youth and family on; CSA, Team-based planning process, agenda, family and youth participation and assess strengths and needs (CANS completion with youth and family is recommended)
- PARTICIPATION: Youth age 14 and over are expected to attend absent documentation of clinical or safety concerns. Younger youth are encouraged to participate in a manner consistent with their cognitive and developmental abilities. Encourage youth/family to include any supports from the community (i.e. extended family members, private therapist, community supports.) Be sure to include any agency or school contacts the family currently works with; or has within the last year, if appropriate.

**2. Obtain a signed CSA Consent to Exchange information from the parent/guardian.**

NOTE: Under the confidential information categories, only check the boxes of those categories you DO NOT wish to exchange. Include a specific expiration date- it can be up to two years from the date signed. EMAIL a scanned version) or fax the signed consent to Lisa Morton @ 703/ 324-7929 (Lisa.Morton@fairfaxcounty.gov.)

3. Complete a Team-based Planning Meeting/Service Request (in word format).

This can be located on the info web under Comprehensive Services Act page, under forms tab.

The preferred format (agency permitting) is to email this request to Lisa.Morton@fairfaxcounty.gov as an attached word document, through secure email. Otherwise you may scan or fax (703/ 653-1369.) Filling out the form in its entirety will help expedite scheduling.

Please, include suggested days of the week and times of day when the youth, family and you are likely to be available in your email or message. (Note: Providing a range like this helps expedite the scheduling process because there are many considerations that affect available dates. One example, the CSB Resource team has staffing on Tuesday afternoons.)

4. Touch base with TBP Coordinator on participants, type of meeting and dates.

Once, a complete Consent and the TBP Request are received, The TBP coordinator will be in touch via phone within 3 business days to discuss details of the case, review required participants, determine Team-based planning meeting type and select a tentative date. Typically TBP meetings are scheduled two weeks or so out from the date which the TBP Coordinator and the referring worker speak by phone.

Required participants should be given a minimum of 5 business day notice. Emergency Requests will be handled on a case by case basis.

Once the date is established the convener will confirm with the youth and family, and then verify the confirmation (or need to select an alternative date) with the TBP coordinator. The referring worker will arrange for Interpreter and/or setting up any ADA accommodations. Youth, families, or referring workers Private providers can be invited by the family, convener or TBP Coordinator (if appropriate.)

Two to three business days prior to the TBP, an Action Plan (which has been merged with the signature/ membership page) will be emailed to the convener including contact information for the team members.

CSA System of Care Training

Fall Schedule

Part I: Into to System of Care and Team-Based Planning

Oct. 7th – Tuesday, 9:00am - 12:00pm,
Pennino Building
12011 Government Center Parkway, 206 A-B
Fairfax, VA 22035

Part II: Accessing CSA Services

Oct. 28th – Tuesday, 9:00am - 12:00pm,
Pennino Building
12011 Government Center Parkway, 206 A-B
Fairfax, VA 22035

Part III: Facilitating Family Resource Meetings

December 11—Thursday, 1:00pm - 4:00pm
Government Center
12000 Government Center Parkway, Conf. Rm. 2/3
Fairfax, Virginia 22035

Winter Schedule

Part I: Into to System of Care and Team-Based Planning

Dec. 2nd – Tuesday, 9:00am - 12:00pm,
Government Center
12000 Government Center Parkway, Rms. 4/5
Fairfax, VA 22035

Part II: Accessing CSA Services

Dec. 18th – Thursday, 9:00am - 12:00pm
Government Center
12011 Government Center Parkway, 206 A-B
Fairfax, VA 22035

Part III: Facilitating Family Resource Meetings

January 13, 2015, 9:00am -12:00pm
Herrity Building, Rm. 107
12000 Government Center Parkway, Conf. Rm. 2/3
Fairfax, Virginia 22035

REGISTRATION:

County staff should register on the Employee Learning Center at <https://fxcounty.plateau.com/plateau/user/login.jsp>

Non-county staff may register by email at Tanisha.Capers@FairfaxCounty.Gov For accommodations or additional information contact Tanisha Capers at 703-324-5634. Contact your agency training coordinator with specific questions about training requirements.

SUGGESTIONS, COMMENTS, & QUESTIONS

James Gillespie, Program Manager	703-324-5442
Shanise Allen, Management Analyst	703-324-8241
Maureen Altman, Utilization Review	703-324-7822
Janet Bessmer, Utilization Review Manager	703-324-7932
Sarah Harmon, FAPT Coordinator	703-324-7420
Chris Metzbower, Management Analyst	703-324-7890
Lisa Morton, Team Based Planning Coord.	703-324-5863
Suzette Reynolds, Utilization Review	703-324-7752
Mariann Gabor, Admin. Assist.	703-324-7938

CSA Fax number **703-653-1369**

FRU/CSA Support Staff

Tami Watts, Medicaid Case Analyst	703-324-7120
Vickie Grazioli, FRU/CSA Analyst	703-324-5858
Janelle Wilson, FRU Case Analyst	703-324-7204
Tanisha Capers, FRU Project Specialist	703-324-5634

CSA Contracts

Barbara Martinez Contracts Manager	703-324-8484
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CSA Website: <http://infoweb/hs/csa/>
State Website: www.csa.state.va.us

SUGGESTIONS, COMMENTS, & QUESTIONS

Contact: Shanise.Allen@FairfaxCounty.Gov
CSA Newsletter Editor: Shanise Allen, LCSW